
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the Telecommunications Systems Technician Trainee job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. FILING**(12 Questions)**

Employees in this job file work repair and vendor vouchers. Information is filed either alphabetically and/or numerically. It is essential that employees in this job accurately file vouchers and repair forms. This section of the exam tests your ability to accurately file documents. Data to be reviewed and accurately filed include:

- Personal or business names;
- Social Security Numbers;
- Numbers with decimals;
- Multi-digit numbers.

II. DATA CODING**(12 Questions)**

Employees in this job must code data received on repair and voucher forms for input into a computer database. This section of the exam tests your ability to convert text to code for data entry. The test questions involve the conversion of numeric and descriptive data to symbols, numbers, or letters.

III. MATH**(12 Questions)**

Employees in this job must be able to perform simple computations to determine maintenance rates, deduct charges from vendor accounts as well as calculate material and time costs. This section of the exam tests your ability to solve mathematical equations. Test questions topics include:

- addition;
- subtraction;
- multiplication;
- percentages;
- number progression.

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IV. WRITTEN INSTRUCTIONS**(12 Questions)**

Employees in this job are expected to follow work procedures introduced during post-hire training, following established procedures when issuing calling cards, instruct others in repair procedures, etc. All of these tasks involve the ability to understand and follow instructions. This exam section presents questions to test your ability to read, understand, and follow written instructions.

V. DATA ENTRY**(12 Questions)**

Employees in this job must be able to accurately enter information into various databases to avoid costly errors. This section of the exam presents questions that test your ability to follow data entry rules and detect errors or inaccuracies in data entry.